

Sample Resumes

Look over the resume samples on the next pages. The boxes show tips you can use to create a great resume—one that gets interviews.

Outline

- 1 Chronological resume
- 2 Functional resume

Remember, one style isn't better than another. Use a chronological resume if you have worked continuously in the same field (all your jobs are pretty similar). Consider writing a functional resume if you have gaps in your work history or have changed career fields more than once. Don't worry about gaps—lots of people have them. You may be asked to explain them in the interview. If you stopped working to have a family or to attend school, those are good reasons for not working.

Sample Chronological Resume

Rose DiCarlo

12685 Main Street
Gilbert, AZ 85326
(480) 925-6888

You can use key words in a summary. It tells more about you than an objective.

Summary Customer service professional with six years experience helping customers. Able to quickly access customer information in a computer database. Proven skills in resolving customer problems and finding workable solutions.

Experience

5/99-present

Customer Service Representative

Acme Call Center

Tempe, AZ

- Responded to inbound calls from a variety of customers
- Accessed customer information in computer database
- Explained procedures and helped customers resolve issues
- Consistently exceeded standards for number of calls and issue resolution
- Received several quarterly "top gun" awards

Rose explains what she did and the benefits.

2/97-5/99

Customer Service Representative

Target Stores

Sierra Vista, AZ

- Processed returned merchandise
- Adept at handling angry customers
- Awarded "Employee of the Quarter" in 1998

2/95-2/97

Cashier

Ace Hardware Store

Sierra Vista, AZ

- Operated cash register and greeted customers
- Accepted returns and made adjustments
- Trained new cashiers to work fast and accurately

Use dashes in resumes that will be scanned

Computer Skills

MS Word, database software, email

Here's another place to put key words.

Education

Chandler Gilbert Community College: Computer classes

Sierra Vista High School: Graduate

You don't need to give a graduation date.

Sample Functional Resume

Carla Ruiz
129 E. Washington St.
Phoenix, AZ 85003
(602) 759-8668
email: cruiz148@aol.com

Objective: Information Specialist or Procurement Assistant

Summary: Over 10 years experience in administrative positions with demonstrated ability to analyze and interpret data, create accurate reports, and provide answers to inquiries.

Relevant Experience

Carla describes relevant skills and explains the benefits.

Project Coordinating

- Oriented new employees to department, explaining policies and procedures.
- Coordinated development of new filing system so that staff members have easy access to current information.
- Created new monthly reporting forms to improve department record keeping.
- Scheduled team meetings on a bi-weekly basis.

Problem Solving/Cost Saving

- Organized and maintained department records, reducing inaccuracies and duplicate records.
- Researched current vendors to find cost-effective resources.

Administrative Support and Financial Record Keeping

- Produced monthly reconciliation reports accurately and on time.
- Coordinated and produced end of the month reports to accurately summarize department activities.
- Produced requested reports using Excel spreadsheets and charts.
- Reviewed invoices for accuracy.
- Accurately processed forms and documents using department procedures.
- Maintained inventory accounts for retail food store.

Resume – Ruiz
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Customer Service

- Answered questions regarding vendor payments.
- Explained department procedures to customers and vendors.
- Build and maintain professional relationships with customers and coworkers.

Computer Skills

Experienced using: Excel, Microsoft Word 6.0, Windows 2000, accounting, and database software.

Carla has a gap in her work history; it's less noticed in a functional resume.

Work History

Administrative Assistant

Central Arizona College, Apache Junction, AZ

2000 – 2002

Administrative Assistant

Computers! Computers! Mesa, AZ

1997 – 1998

Inventory Clerk

Computers! Computers! Mesa, AZ

1995 – 1997

Inventory Clerk

American Food Stores, Tempe, AZ

1990 - 1995

Education

Associate of Arts degree Central Arizona College, Apache Junction, AZ
3.5 GPA in Accounting. Additional coursework in computer classes including Word, Excel, and Database Management.

Carla wants to emphasize her computer skills so she mentions them again under education.

Sample Functional Resume

John Hayakawa

32 Tierra Drive
Globe, AZ 85823
(528) 797-1065

Objective: Construction Estimator or Assistant Project Manager.

Summary of Qualifications

Five years' experience as estimator for \$15 million per year Colorado-based roadway materials subcontractor. Estimated project costs, including materials, delivery, labor, and overhead. Jobs ranged from \$200,000 to \$1.5 million and included:

- Corp of Engineers projects
- CDOT freeways
- County and municipal roadways

Since all of John's experience is related to construction, he uses one effective heading.

Accomplishments

- Negotiated bid reviews with General Contractor after contracts were awarded.
- Developed excellent working relationships with General Contractors, collaborating closely throughout the bid process, resulting in long-term business relationships.
- Reviewed plans and communicated with engineers and general contractors to determine scope of projects.
- Used estimating software to accurately calculate bids.
- Worked on negotiated contracts with large General Contractors, such as \$2 million bridge project for Corp of Engineers.
- As General Contractor for personal residence, built two-story, 4500 square-foot home on a hillside location in Globe. Assumed contractor role when individual hired failed to do the job. Dealt effectively with local government agencies, learned flexibility, assertiveness, and improved interpersonal communication while dealing with reluctant subcontractors. Result was a well built home completed within budget and on schedule.
- As college intern, assessed community enhancement projects for university matching funds. Identified user needs through interviews, designed interior spaces, and estimated costs with faculty guidance. Projects included historic school and theater and working within historic guidelines.

In his descriptions, John tells what he did and the results or benefits.

Resume – Hayakawa
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It's not until Page 2
that you see a gap
in John's work
history

Work History

General Contractor
Personal Residence
Globe, AZ

2000 to Present

Materials Estimator
Phase 2 Materials
Boulder, CO

1995 to 2000

Designer and Estimator (Internship)
Ft. Collins, CO

1992 to 1995

Education

B.S. Construction Management. Colorado State University, Ft. Collins, CO

Computer Skills

Proficient in Microsoft Word, Excel, Quick Bid, and Estimation Software

John lists key words here.